



COUNTY OF LOS ANGELES

CHIEF INFORMATION OFFICE

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June 16, 2009

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

**APPROVE THE USE OF INFORMATION TECHNOLOGY FUND MONIES
TO ACQUIRE AND IMPLEMENT AN ENTERPRISE EMAIL SECURITY SOLUTION
(ALL SUPERVISORIAL DISTRICTS)
(3 VOTES)**

SUBJECT

Requesting authorization to utilize up to \$2,400,000 from the Information Technology Fund (ITF) to acquire an enterprise email security solution that will provide anti-virus, anti-spam, and encryption protection.

IT IS RECOMMENDED THAT YOUR BOARD:

1. Approve and authorize the use of up to \$2,400,000 from the Information Technology Fund (ITF) to acquire hardware, software, implementation services, and five years of maintenance and support for centralized email anti-virus and anti-spam for all County email users and encryption protection for 30,000 users.
2. Approve Cisco IronPort email gateways and Cisco Registered Envelope Service as the standard information technology security solution for securing County email communications for all County departments, and delegate to the Acting Chief Information Officer the authority to approve exceptions.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

Email has become the dominant form of business communication – rivaling, if not exceeding, the importance of voice networks. The very power of this medium has also attracted a growing number of security threats – spam and viruses.

The volume and sophistication of email security threats continues to grow. The County has over 100,000 email users and receives on average more than 300 million emails per month, of which approximately 98% is either spam or contains malicious content.

To protect against these information security threats, the Chief Information Office (CIO) is requesting ITF monies to support the acquisition and implementation of an enterprise email security solution. This solution consists of two integrated products: 1) Cisco IronPort email security gateways; and 2) Cisco Registered Envelope Service.

Cisco IronPort email security gateways will be deployed at the County's connections to the Internet at the Internal Services Department (ISD), Department of Health Services (DHS), and Sheriff Department's data centers. It will be used for email inbound to the County, outbound from the County, and between County departments. It will filter out much of the unwanted spam and malicious email at the County's Internet boundary, before it reaches the internal network and email systems. It will also mitigate the spread of spam and malicious email between departments or out to the general public.

The Cisco Register Service Envelope Service, which integrates with the Cisco IronPort email gateways, will provide a standard for encrypting sensitive email communications outside the County for primarily Health Insurance Portability and Accountability Act (HIPAA) covered departments (DHS, Department of Mental Health, Department of Public Health, Department of Probation's Kirby Center, and Sheriff's Department Pharmacy). It also provides a common means for other departments to encrypt emails containing financial, law enforcement, social services, personnel, or confidential/sensitive information.

In requesting the acquisition of the enterprise email security solution, the CIO is also recommending that your Board adopt this solution as the County standard until such time that it is determined a better product solution is available.

Implementation of Strategic Plan Goals

This recommendation supports the County Strategic Plan Goal for Operational Effectiveness (Goal 1). It also supports Board of Supervisors Policy No. 6.104, "Use of Electronic Mail (e-mail) by County Employees", and the County's Information Security Strategic Plan that was approved by your Board on February 13, 2007, and revised on July 30, 2008. Finally, it supports County covered departments' compliance with the HIPAA Security Rule.

FISCAL IMPACT/FINANCING

The Chief Executive Officer and the ITF Committee voted on January 26, 2009, to recommend funding in the amount of \$2,400,000 to support the acquisition and implementation of the recommended enterprise email security solution.

The recommended solution's estimated cost breakdown is as follows:

Description	Est. Amount
Hardware, Maintenance and Support (ISD, DHS, and Sheriff's Department)	\$ 935,000
Software, Maintenance and Support (anti-virus, anti-spam, encryption)	1,075,000
Training (ISD, DHS, and Sheriff's Department)	56,000
Professional Services (implementation)	94,000
Contingency	240,000
Total	\$ 2,400,000

The above purchase provides software licensing and hardware/software maintenance and support for five years, with multi-year and volume discounting applied, for all County email users and encryption protection for 30,000 users. The number of encryption user licenses was based on information provided by the departmental representatives to the County's Information Security Steering Committee (ISSC). Departments are responsible for any net increase in email encryption users, at any time. Any unused funds will be returned to the ITF.

The agreement with the awarded vendor also provides negotiated discounted pricing to the State of California and all counties, municipalities, special districts, and other political subdivisions within the State.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

County Code Section 2.119.030(C) provides that the Chief Information Office shall "Adopt standards for countywide information technology which shall be subject to approval by the board of supervisors. County departments and county information technology bodies shall adhere to such standards."

CONTRACTING PROCESS

If ITF funding is approved, the CIO will request the County Purchasing Agent to execute a purchase order (PO) with Accuvant, Inc. (Accuvant), the vendor who will implement the email security solution. Accuvant was selected through a Request for Proposals (RFP) issued by the CIO, in collaboration with ISD.

This comprehensive RFP identified 229 functional and technical requirements, which were developed in cooperation with the County's HIPAA Taskforce and ISD's messaging, networking, and security specialists, and were reviewed by two subject matter experts from Gartner, Inc., a leading worldwide information technology research and advisory firm.

The RFP was released on May 23, 2008, with a formal questions-and-answers period, and closed on June 30, 2008. The County received responses from eight vendors.

The Evaluation Committee was comprised of representatives from: 1) Department of Mental Health, 2) Department of Public Health, 3) Department of Public Social Services, 4) Department of Public Works, 5) ISD, 6) Public Defender, 7) Sheriff's Department, and 8) Treasurer & Tax Collector.

The Evaluation Committee reviewed and scored the business and technical areas of the proposals using consensus scoring. The cost proposals were evaluated and scored by the ISD Purchasing Division. The Evaluation Committee commenced its work on July 3, 2008, and completed the evaluation, scoring, and ranking on July 29, 2008.

Accuvant, the top-ranked proposal, underwent a final selection process consisting of proof-of-concept testing to verify that the solution met or exceeded the RFP's functional and technical requirements. The testing took place at all three of the County's email gateway locations: 1) ISD, 2) DHS, and 3) Sheriff's Department. Proof-of-concept testers included representatives from 11 County departments.

Accuvant's proposal scored the highest in nearly all categories, including cost, leading to its decisive ranking over the other submitted proposals. Upon evaluation and testing it was found that Accuvant's proposal demonstrates that their enterprise email security solution offers the best overall value to the County.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

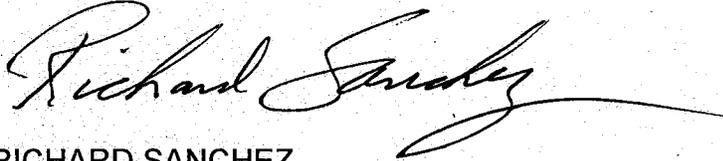
The recommended solution will provide anti-virus and anti-spam filtering at the County's connections to the Internet at the ISD, DHS, and Sheriff's data centers. This will stop unwanted, and potentially dangerous, traffic at the gateways, rather than allowing it to unnecessarily burden the County's internal network and email systems. The solution

will also provide a standard for encrypting County email communications to protect personal and confidential data that must be transmitted outside the County.

CONCLUSION

The approval of ITF funds will enhance the security of the email communications to, from, and within the County, as well as support the County Strategic Plan, the County's ISSP, Board Policy, and HIPAA compliance.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Richard Sanchez", with a long, sweeping underline that extends to the right.

RICHARD SANCHEZ
Acting Chief Information Officer

RS:GM:RP:DH:ygd

c: Chief Executive Officer
Acting County Counsel
Executive Officer, Board of Supervisors
IT Board Deputies
Information Systems Commission